



# LEGAL ASSISTANCE FOR SENIORS

## HICAP Volunteer Counselor Job Description

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#### Executive Director

Francel D'Andrea

#### Managing Attorney

Kirsten Voyles

*The HICAP Volunteer Counselor assists Medicare beneficiaries on Medicare and related health insurance issues. Through one-on-one counseling and informal advocacy, HICAP Volunteer Counselors support the independence of people making choices that affect their health and financial well-being.*

**Counseling:** Provide individual and objective counseling to Medicare beneficiaries regarding Medicare coverage and related health insurance issues such as supplemental insurance policies, Medicare Advantage and prescription drug plans, retiree coverage, long term care insurance and billings and claims.

**Advocacy:** Ensure that clients' rights under Medicare and related health insurance benefits are upheld and make referrals to the legal department when appropriate.

**Record Keeping:** Complete client intake forms accurately and submit them monthly to the Program Manager.

**Training:** Attend the initial 35 hour training course and complete an internship of at least ten hours. Attend regular HICAP-sponsored trainings for a minimum of twelve hours of continuing education per year.

**Program Publicity:** Promote awareness of HICAP services in the local community.

### **Counselor Qualifications:**

- Patience, good listening and analytical skills, desire for detailed work, and enjoyment in working with older people.
- Interest in and aptitude for work with Medicare and health insurance issues and ability to communicate complex information clearly and effectively.
- Ability to be objective and unbiased and to refrain from recommending specific health insurance plans.
- Willingness to comply with all policies and administrative procedures established by HICAP and to abide by a contract that assures client confidentiality.
- Willingness to volunteer 10-12 hours per month. This includes counseling hours and continuing education and travel. Attendance at the initial 35-hour and at the bi-monthly follow-up trainings is mandatory. Must be able to make at least a one year commitment.

***Individuals who sell insurance, or who receive compensation or other financial gain from insurers or other health care plans will not be considered for HICAP Volunteer Counselor positions.***

Ensuring the independence and dignity of seniors through  
*Legal Advice and Representation*  
Senior Education  
*Health Insurance Counseling & Advocacy Program (HICAP)*

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